

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES – Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



ARIZONA CORPORATION COMMISSION



0000105254

ERNEST G. JOHNSON
Executive Director

47
60

November 20, 2009

To: Docket Control

RE: Global Water – Santa Cruz - Customer Comments

Docket Nos.: SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078 and W-01212A-09-0082

Please docket the attached 7 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

NOV 20 2009

DOCKETED BY

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RECEIVED
2009 NOV 20 A 11:18
ATLANTA
DOCKET CONTROL

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: /

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83113

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Dorothy **Last:** Noga

Account Name: Dorothy Noga

Home: ()

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ -

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
 W-02451A-09-0078
 W-01732A-09-0079
 W-20446A-09-0080
 W-02450A-09-0081
 W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

· The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

· The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new infrastructures.

· Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a sever reduction in maintaining green, healthy landscaping. Aesthetics are the first impression of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests..

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Sincerely,

Dorothy Noga
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09
End of Comments

Date Completed: 11/17/2009

Opinion No. 2009 - 83113

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83115

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Robert S **Last:** Scherzi

Account Name: Robert S Scherzi

Home:

Street:

Work:

City: Maricopa

CBR:

State: AZ **Zip:**

is: E-Mail

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ -
RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
 W-02451A-09-0078
 W-01732A-09-0079
 W-20446A-09-0080
 W-02450A-09-0081
 W-01212A-09-0082

13 November 2009

With this letter I wish to express my disappointment with the huge rate increases being proposed by global Water in Maricopa AZ. I wish to reference the following dockets

SW-20445A-09-0077
W-02451A-09-0078
W-01732A-09-0079
W-20446A-09-0080
W-02450A-09-0081
W-01212A-09-0082

As someone on a fixed income these increases will make it almost impossible to maintain my property and I would have to really consider if I can afford to live in Maricopa. As a lifelong resident of the Northeast (NY) my wife and I have always wanted to move to a warmer climate in our later years. When we visited Arizona and Maricopa we decided to purchase a home in The Lakes @ Rancho ElDorado.

While I do not completely disagree with the investors of Global water to somewhat increase their investment a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

500% increase in the reclaimed water rate, a 200% over the next 3 years rate increase in the sewer rate and a 40% increase in the tap water rate are very extreme and I must OPPOSE these proposals.

Thank you for your time and attention to this matter and I sincerely hope this problem can be rectified to all parties satisfaction.

Robert S Scherzi
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09
End of Comments

Date Completed: 11/17/2009

Opinion No. 2009 - 83115

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: ,

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83118

Date: 11/17/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Ray **Last:** Rudick

Account Name: Ray Rudick

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

is:

Utility Company. Global Water-Santa Cruz Water Company

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

PROPOSED WATER RATE INCREASE

Global Water and their subsidiaries have submitted rate increase to the Arizona Corporation Commission (ACC). Please take time to contact the ACC to voice your opinion and concerns. Information has been in The Communicator, in Maricopa.com and, the community newsletter and web site. If the increases shown below are approved, it will not only impact your individual household budgets but greatly impact your HOA budget and common area maintenance.

Base Sewer Requested Increase: 119.2% over 3 years

Base Water Rate Requested Increase: 40% with a 6 tier usage billing

Reclaimed (Effluent) Water: 500%

Below are the dockets numbers for the rate increase request and how to contact the ACC.

Please include ALL docket numbers of any correspondence to the ACC:

SW-20445A-09-0077 W-02451A-09-0078 W-01732A-09-0079
W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

Arizona Corporation Commission

Utilities Division

1200 W Washington Street, Phoenix, AZ 85007-2996

Hearing Date: December 14, 2009 10:00 AM

More information about the proposed water rate increase is available on the community web site.
Contact Rossmar & Graham at 480-551-4300 for assistance with your registration code.

11/12/2009

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

ACC - UTILITIES DIVISION,

Dear Members, as a owner of a home in Maricopas Rancho Eldorado The requested increase in water and sewer rates by Global Water and their subsidiaries is ludicrous. If Global Water is attempting to turn Maricopa into a ghost town This is a way for them to succeed! I can only hope and pray that you turn them down flat. An increase would only add to foreclosures. Thank you.

Sincerely,
Rav Rudick

maricopa, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/17/09
End of Comments

Date Completed: 11/17/2009

Opinion No. 2009 - 83118

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: ()

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83095

Date: 11/16/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Robert E**

Holsinger

Account Name: Robert E & Fran Holsinger

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ -

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
 W-02451A-09-0078
 W-01732A-09-0079
 W-20446A-09-0080
 W-02450A-09-0081
 W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

- The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.
- The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new infrastructures.
- Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the first impression of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

and potential buyers.

As licensed Real Estate Agents and Property Managers, we have found that these increases would be very detrimental to the renters in the community as many of them are hard pressed to increase their budgets anymore than the owners. We've had tenants who want to break their leases due to the actions of our utility companies.

Robert E Holsinger
Fran Holsinger
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED - 11/16/09
End of Comments

Date Completed: 11/16/2009

Opinion No. 2009 - 83095

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax: ---

Priority: Respond Within Five Days

Opinion **No. 2009 - 83051**

Date: 11/13/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Colleen **Jenkins**

Account Name: Colleen Jenkins **Home:** (000) 000-0000

Street: **Work:** (000) 000-0000

City: Maricopa **CBR:**

State: Az Zip: **is:** E-Mail

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

From:

Sent: Thursday, November 12, 2009 1:22 AM

To: Utilities Div - Mailbox

Subject: Global Water's rate change request

Importance: High

Docket Numbers: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080
W-02450A-09-0081, W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

- The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.
- The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.
- Maricopa in one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the "first impression" of a community and often, one of the biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

and potential buyers.

Colleen Jenkins

Maricopa, AZ

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Date Completed:

Opinion No. 2009 - 83051

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83066

Date:

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Margaret**

McNerney

Account Name: Margaret McNerney

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ -

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

As a resident of Rancho El Dorado in Maricopa I am strongly opposed to Global Water and their subsidiaries proposed water rate increase. The following docket numbers are associated with the rate increase request and this proposed water rate increase must be stopped.

If this increase goes through it will negatively impact all of the residents of this community. Perhaps a rate increase is necessary but a 500% increase on reclaimed water is outrageous, as is a 119.2% increase over 3 years for a residential base sewer rate. Please do not grant this request for a water rate increase on these terms.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED 11/13/09

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 11/13/2009

Opinion No. 2009 - 83066

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Weiss

Phone: (000) 000-0000

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2009 - 83064

Date: 11/13/2009

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **David**

Haycraft

Account Name: David Haycraft & Jennifer Ducksworth

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ **Zip:**

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone:

Nature of Complaint:

OPPOSED - GLOBAL WATER - SANTA CRUZ

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077
 W-02451A-09-0078
 W-01732A-09-0079
 W-20446A-09-0080
 W-02450A-09-0081
 W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal county, do hereby oppose the proposed increases from Global Water, and do so attest with my signature.

David Haycraft & Jennifer Ducksworth

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docketed 11/13/09

End of Comments

Date Completed: 11/13/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 83064
